



About the Contributors

INA A. BROWN-WOODSON is a District Manager, Information Services at AT&T Labs, in Holmdel, New Jersey. She has worked in numerous management positions in libraries and information services and technical publications over the last sixteen years. She is also a Ph.D. Candidate at Rutgers University School of Communication, Information, and Library Studies. She has been a guest speaker at annual conferences for the American Library Association, American Society for Information Science, and International Federation of Information and Documentation. She is a member of the Board of Directors for the Copyright Clearance Center (CCC).

ROSEMARIE COOPER is Reference/Instruction Librarian and the Nursing/Biology/Science Bibliographer at DePaul University in Chicago, where she handles reference, bibliographic instruction, and research consultations for students, including remote library users and distance learners. As a member of the Nursing Department's Curriculum Committee, she has participated in the National League for Nursing accreditation process at DePaul and has been involved in creating library services for distance learners in DePaul's graduate and undergraduate programs in nursing.

PAULA DEMPSEY is Head of Reference at DePaul University's Loop Campus Library in Chicago. Prior to that, she had been pursuing a second Master's degree in sociology at Loyola University Chicago. She was formerly Instruction Coordinator for the Loop Campus Library, DePaul University. She has presented on library instruction for distance education at the Illinois Library Association annual conference. The ALA Library Instruction Round Table named her article on instruction for multidisciplinary graduate programs in research strategies one of the top 20 instruction articles for 1996. Ms. Dempsey is a social sciences reviewer for *Library Journal*.

BARBARA EHRHARD is Adjunct Instructor at McHenry County College, Crystal Lake, IL. Ms. Ehrhard is also an on-line Internet curriculum course developer. She is currently completing her dissertation research on learning styles preferences in the distance education environment.

BRADLEY GULLIFORD is one of four project managers on the I-Net Team of the Information Network at United Technologies Corporation in East Hartford, Connecticut. He has contributed articles on Internet resources to the ASIS SIG/LAN newsletter and serves as an Internet consultant to a SeniorNet Learning Center, local churches, and neighborhood organizations.

LORRAINE J. HARICOMBE is Associate Director for Public Services at Northern Illinois University Libraries, De Kalb, Illinois. She has published a book, *Out in the Cold: Academic Boycotts and the Isolation of South Africa* (Arlington, VA: Information Resources Press, 1995) and several articles in library journals. Ms. Haricombe's most recent work is a co-edited book entitled *Creating the Agile Library: A Management Guide for Librarians* (Westport, CT: Greenwood Press, 1998).

SANDRA HARTZER is the Pagemaster for the Unisa Library home page and intranet and is the Co-ordinator of Internet Training for the library. She has been involved with the development of the first OPAC of the Unisa Library and with the selection of a new library system. Ms. Hartzer has visited various institutions in the United States and England. She has recently been responsible for the customization of the new Web-based catalog, OASIS. She has presented several papers at national and international conferences on OPACs and Web-related issues.

THOMAS L. KILPATRICK is Access Services Librarian and Professor at Southern Illinois University, Carbondale. He is co-author of *Illinois! Illinois! An Annotated Bibliography of Fiction* and two other books on microcomputer resources. He has written journal articles in the areas of Illinois literature, interlibrary loan and document supply, and serials, and writes the "In the Literature" column for *Library Software Review*.

VANAJA MENON is Associate Librarian at Lake Forest College, Lake Forest, Illinois. She serves on committees of the American Library Association, and has written *Customer Expectations: Concepts and Reality for Academic Library Services* published in CARL (January 1995).

CHRISTOPHER MILLSON-MARTULA is Director of the Library at Lynchburg College in Lynchburg, Virginia, and has held a number of positions in all types of academic libraries. Active in the American Library

Association and consortia at the local and state levels, he has authored articles on customer expectations, collection development in general, and cooperative collection development in particular.

LYNN NEELEY is the Associate Dean of the College of Business at Northern Illinois University, De Kalb, Illinois. Her responsibilities include curriculum, library resources, and student advising. Dr. Neeley is the President Elect of the United States Association for Small Business and Entrepreneurship, and a member of the Academy of Management Entrepreneurship Division's AACSB Liaison Committee, and that division's Executive Committee. One of her recent publications, "Can Technology Really Help Small Business," was featured in the *Green Bay Press-Gazette*, September 21, 1998.

JOHN NIEMI is Distinguished Teaching Professor and Professor of Adult Education in the Department of Leadership and Policy Studies at Northern Illinois University, De Kalb, Illinois. As an adult educator, he has taught in Canada, China, Finland, Russia, Taiwan, and the United States. Professor Niemi has published books and research articles on distance education, international adult education, and human resource development. He has been a Fulbright scholar and holds an honorary Ph.D. from the University of Helsinki.

BRIAN PATERSON is a member of the management group at the Unisa Library responsible for Client Services and is the coordinator for the Web Information Services Team.. He was University Librarian at Rhodes University in Grahamstown before joining the Unisa Library management team in 1994. Mr. Paterson has visited various tertiary institutions and academic libraries in the United States, England, and Europe in connection with open and distance learning.

THOMAS A. PETERS serves as the Dean of University Libraries at Western Illinois University in Macomb, Illinois. He has authored one book (The Online Catalog: A Critical Examination of Public Use, McFarland, 1991) as well as numerous journal articles and annotated bibliographies. His current interests include computerized monitoring, human information browsing, and individual privacy in online environments. Dean Peters's forthcoming book, *Inside the Monitor: Using Computers to Monitor Human-Computer Interaction*, is scheduled to be published by McFarland in 1999.

BARBARA G. PREECE is Assistant Access Services Librarian and Associate Professor at Southern Illinois University, Carbondale. She is the current editor of *Library Administration and Management* and award winning author, with her co-author, Thomas Kilpatrick, for their article concerning the impact of serials cuts on interlibrary loan.

PHYLLIS C. SELF is Interim Executive Director of University Library Services and Associate Professor at Virginia Commonwealth University. Ms. Self is also Executive Director for Information Resources and Media in the Office for Information Technology and Head of the Tompkins-McCaw Library, Medical College of Virginia, Richmond, Virginia. She is also a member of several professional library committees and organizations. Her most recent publications include "Bridging the Information Gap for Virginia Public Health Nurses" (co-authored with E. Sayed and J.K. Henry) in the journal *Public Health Nursing* (vol. 14, no. 3, pp.151-155) and "Notes from the Field" (co-authored with E. Sayed, J.K. Henry, and E. Heath-Hansen) in the journal *American Journal of Public Health* (vol. 87, no. 8, pp. 1376-1377).

BERNIE SLOAN is Senior Library Information Systems Consultant in the Office for Planning and Budgeting at the University of Illinois at Urbana-Champaign. Mr. Sloan was instrumental in the establishment of the ILLINET Online network in Illinois. He is also a doctoral student at the University of Illinois Graduate School of Library and Information Science.

DORETTE SNYMAN is responsible for the administration of all subject-related bibliographic and full-text databases in the Unisa Library at the University of South Africa in Pretoria and manages the project to provide Web access to these databases. Ms. Snyman represents the Unisa Library on the Joint Acquisitions Taskgroup of the GAELIC Consortium.

LISA THOMPSON is an associate member of the Web Information Services Team of the Unisa Library at the University of South Africa in Pretoria. She is responsible for the writing of the Research Information Skills course and is involved in the Internet course development workgroup. Ms. Thompson has been involved in various aspects of library skills training since 1990.

LOUISE VAN HEERDEN is a member of the Web Information Services Team of the Unisa Library at the University of South Africa in Pretoria and is responsible for the investigation into the provision of electronic current awareness services and for investigating the provision of Web page links to journals available electronically.

MARZA VORSTER is Coordinator for Client Development in the Client Services Division, Unisa Library at the University of South Africa in Pretoria. She coordinates and participates in the development of various library and information skills programs offered by the Unisa library. Ms. Vorster has presented papers on user education at national and international conferences. She recently participated in a workshop on Information Literacy

presented by the Department of Education and the European Union Higher Education Libraries program. She is a member of LIASA.

ANSIE WATKINS is responsible for the development of the Electronic Text Centre for the Unisa Library at the University of South Africa in Pretoria. She has proposed a model and has set up a Web site for the pilot project. At present she is creating a database of full texts and images of archival materials and evaluating commercial full-text databases and a search engine. Ms. Watkins visited various electronic text centers in the United States and England and attended a course, *Electronic Text and Images*, presented by David Seaman, at the University of New Brunswick, Canada. She has presented papers on electronic texts, imaging and indexing at national and international conferences.

JESSICA L. WAUGH is a Research Associate in Outreach Services at the Tompkins-McCaw Library, Virginia Commonwealth University in Richmond, Virginia. She is also a bioethics consultant and lecturer. Recent publications include a co-authored article entitled "Commitment to Change" in the *Journal of Continuing Education in the Health Professions* (vol. 17, no. 3, pp. 133-140).

ANN J. WOLPERT is Director of Libraries for the Massachusetts Institute of Technology. Her responsibilities include membership on the Committee on Copyright and Patents, the Council on Educational Technology, Academic Council, and the Editorial and Management Boards of the MIT Press. Prior to joining MIT, she was Executive Director of Library and Information Services at the Harvard Business School. Ms. Wolpert is a member of the Board of Editors of *Library & Information Science Research*, and she writes, speaks, and consults on the management of innovation and technology in libraries.

BARBARA A. WRIGHT is Outreach Services Manager at the Tompkins-McCaw Library, Virginia Commonwealth University in Richmond, Virginia.